

Healthwatch Sutton
Dementia Pop-Up Assessment Report
December 2018

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Background

Healthwatch Sutton carried out a project looking at the experience of people with dementia and the experience of their carers. A variety of methods were used to capture their experiences with a majority of the feedback being collected through a series of visits over the period of several months by our volunteers to speak to two different couples. The information collected by interview during these visits were captured in Dementia Diaries for each couple. These formed the basis of a Healthwatch Sutton report, published in 2017 called 'Exploring the experience of people with dementia and those who care for them'. You can find the full report on the Healthwatch Sutton website (<http://healthwatchsutton.org.uk/?q=caring-people-dementia>).

One of the key recommendations from the report suggested that the possibility of developing a Dementia Hub in the London Borough of Sutton should be investigated.

The full recommendation stated:

The provision of a 'Dementia Hub' in Sutton - a 'one stop shop' is the one single provision which would address many of the issues highlighted in our findings. The provision of a 'dementia friendly' dedicated building with information and advice, activities, key services, working in partnership, under one roof in the community would go a long way to meeting the needs of people with dementia and those who care for them.

Sutton CCG gave the following response to our report:

NHS Sutton CCG is pleased to support the aspiration for a Dementia Hub in Sutton, and will work with other agencies to identify benefits and possible ways forward.

Sutton Council gave the following response:

(The Head of Social Care Category Management) agreed with (the) suggestion of holding a workshop with relevant partners who lead this agenda to develop an appropriate Action Plan.

Pre-implementation Research

Research showed that Scotland had initially led the way with the development of Dementia Hubs. The nearest geographically is the Dementia Hub in the neighbouring borough of Merton. Healthwatch arranged a guided visit of the facility in Mitcham to establish the services and facilities that could be combined to create a 'Hub'. The Mitcham 'Hub' provides the following:

1. Fully dementia friendly environment throughout the building
2. Clinical services provided by the Mental Health Trust to assess and make diagnoses (with two purpose built consultation rooms).
3. Alzheimer's Society office based on site
4. Information Centre with a wide variety of printed information from different organisations and personal consultations available with appropriate voluntary and community sector organisations.
5. Two large halls for activities (e.g. table tennis, singing clubs etc.)
6. Massage and aromatherapy facilities.
7. Landscaped garden with glass walkway.

Meetings were also held with staff from the 'Memory Assessment Service' provided in Cheam by South West London and St George's Mental Health Trust and the Admiral nurses (dementia specialists funded by the local authority and Sutton Clinical Commissioning Group (CCG)) to get further insight in to the potential needs of people who may access a 'Hub'.

The findings and recommendations were presented at the Sutton Dementia Action Alliance with a view to scoping the potential locally. The Alliance has representation from a wide variety of stakeholders who have an interest in dementia from the statutory and, voluntary and community sector.

Developing a Dementia Hub

Preliminary meetings showed that key stakeholders were very keen to see how this project could be developed in Sutton. These meetings also established that there were no conventional lines that could be taken forward to establish funding to deliver the project.

In order to progress the project, a project group was convened in June. At this meeting a commitment was made to support this work through existing resources. It was proposed that the offices of four different voluntary and community sector (VCS) organisations could be offered as locations to run a series of 'Hub' events in different locations. The content of the 'Hub' events was yet to be agreed, however, it was agreed that it would attempt as much as possible to reflect the content of the Dementia Hub in Mitcham

A further meeting was held in August with the provider organisations that were willing to either offer a venue or give advice at an event. It was agreed that the following would be offered at each event:

- Manned Information Stalls for the Alzheimer's Society, Carers' Centre, Age UK Sutton, Advice Link Partnership Sutton, Admiral Nurses and the Memory Assessment Service.
- Private room(s) so that people could discuss their circumstances in private.
- A presentation from a relevant organisation during each event.
- A place to have tea/coffee and a biscuit.

A final Workshop was held in January 2018 to finalise plans with all the key stakeholders.

Healthwatch Sutton carried out suitability assessments of each venue and found that all venues had accommodation that allowed for the delivery of the proposal outlined above.

Delivering the Dementia Hubs

The following Dementia Hub events were held in the 2018 between 11.00am - 2.00pm.

- Sutton Carers Centre- MONDAY 23 JULY - Benhill House, 12-14 Benhill Avenue, Sutton SM1 4DA
- Sutton Alzheimer's Society - WEDNESDAY 8 AUGUST - Pandora House, 41- 45 Lind Road, Sutton SM1 4PP
- Citizens Advice Sutton (WALLINGTON) - FRIDAY 7 SEPTEMBER - 68 Parkgate Road, Wallington SM6 0AH
- Citizens Advice Sutton (SUTTON) - WEDNESDAY 26 SEPTEMBER - Civic Offices/St. Nicholas Way, Sutton SM1 1EA

We also intended to hold the following event:

- Riverside Centre - OCTOBER TO BE CONFIRMED (Technology themed) - 113 Culvers Ave, Carshalton SM5 2FJ

However, this has been postponed until everything is in place to allow people to test the technology and see demonstrations showing its benefits.



Different presentations were planned to be delivered by organisations at each event. These included Age UK Sutton, local solicitors Copley Clark (Power of Attorney) and the Memory Assessment Service.

Events were promoted through a wide variety of methods throughout the period. Posters were sent to GP surgeries, pharmacies, Healthwatch volunteers, care homes and distributed by the Memory Assessment service and all the other participating organisations. This was accompanied by an online promotional campaign through all Healthwatch channels and supported by all partner organisations.

Assessment of Events

Attendance by member of the public:

- Sutton Carers Centre - MONDAY 23 JULY - **14 people attended**
- Sutton Alzheimer's Society - WEDNESDAY 8 AUGUST - **3 people attended**
- Citizens Advice Sutton (WALLINGTON) - FRIDAY 7 SEPTEMBER - **2 people attended**
- Citizens Advice Sutton (SUTTON) - WEDNESDAY 26 SEPTEMBER - **Approx. 10 people attended**

The first event was well attended and a presentation was delivered. After the presentation a couple shared their experience of living with dementia and being a carer. At the event they linked up with a variety of VCS organisations and following the event met with advisors who were able to support them.

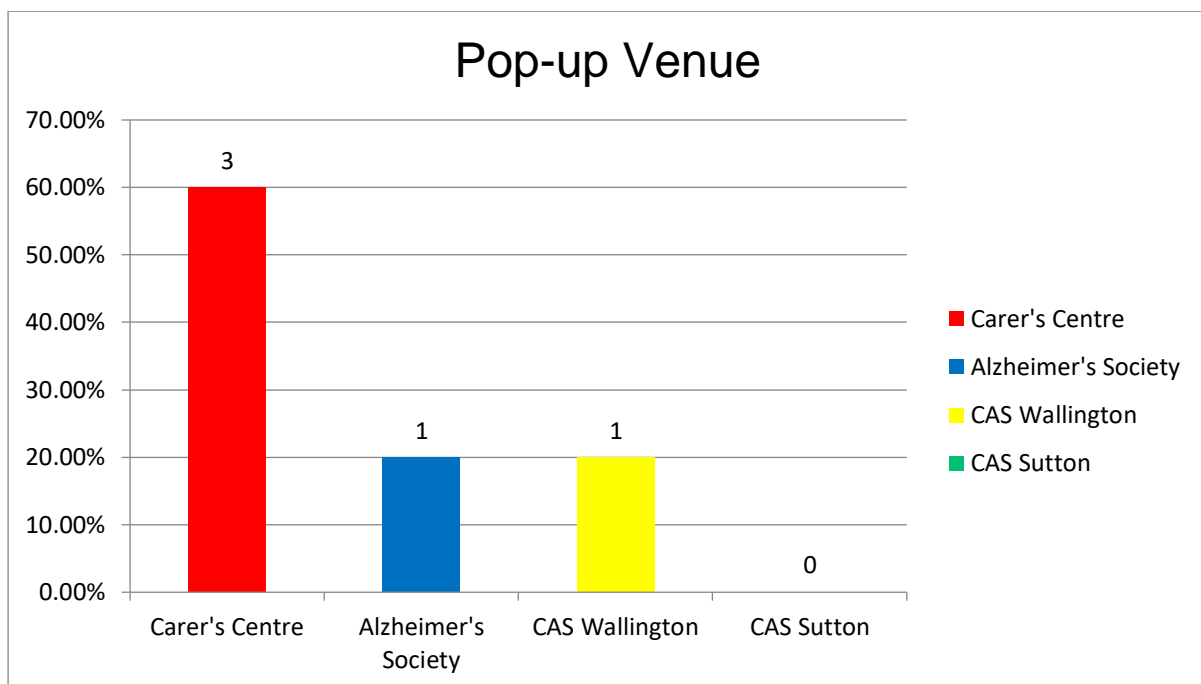
The second event had low attendance. A lady came along with a person with dementia that she cares for and another family member. The family member looked after the person she cared for so that she could speak to all the stall holders. She spent an hour and half speaking to stall holders and collecting information. Regrettably the presentation by Copley Clarke Solicitors around Power of Attorney was cancelled due to low numbers.

The third event had no attendees within the first hour and a half. Stall holder returned to work places. Later, two people arrived (a carer and a person with dementia). They seemed in real need of support so we contacted all the support agencies. It transpired that there was some confusion and the Admiral Nurses advised that they were meeting bi-weekly with the couple.

The fourth event was attended by approximately 10 people and they received a presentation from the Memory Assessment Service based in the Resource Centre in Cheam. The presentation was well received by attendees.

Attendees Feedback Forms

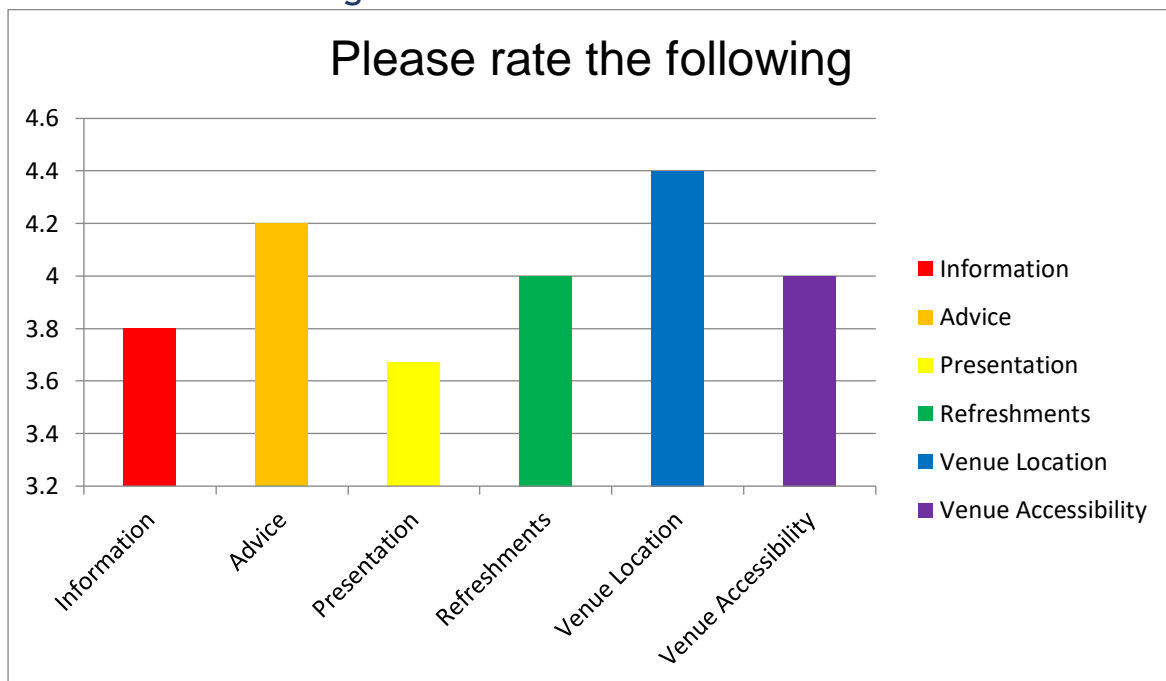
A form was offered to people who attended a Pop-up event to give us their views. We received 5 responses (3 Carer's Centre, 1 Alzheimer's Society, 1 Wallington Citizens Advice).



The table below shows the number of total responses given for each area.

	Very Poor	Poor	Average	Good	Excellent	Don't know
Information			1	4		
Advice				4	1	
Presentation			1	2		
Refreshments			1	4		
Venue location			1	1	3	
Venue accessibility			1	2	1	

These are the averages for each area.



Please tell us what you found most useful at the Dementia Pop-up event?

- Advice and help suggested by Age UK Sutton.
- Had an advice session with the Dementia Nurse Practitioner.
- It's an opportunity to find out more information and meet other people in a similar boat! Good to have presentation too and opportunity to ask questions.
- Advice on possible symptoms and Power of Attorney.
- Nothing in particular. Already familiar with Alzheimer's Society. Came out of interest to see other organisations in the dementia field.

What was not so good?

- More information about things that dementia sufferers and carer can both do.
- That the Admiral Nurses couldn't make it but that's life.

Any other comments of feedback?

- Extremely friendly and felt that I could ask any questions. I am likely to attend other events.
- Very helpful. Please have again.
- The venue was unlikely to attract casual passers-by. I am not aware of any general publicity about the event. Have you considered a 'Pop-up' in Sutton High Street. Preferably on a busy day.



Feedback was mostly positive. Two people said that they would attend another event. There is a variety of areas that people found most useful, indicating that the mix of advice etc. worked well. Despite the most people assessing the venue location as excellent, one comment said that the venue was in a good location and anecdotally others made similar comments about the non-Sutton centre venues (which had the lowest attendance).

Survey of Participants (Stall holders etc.)

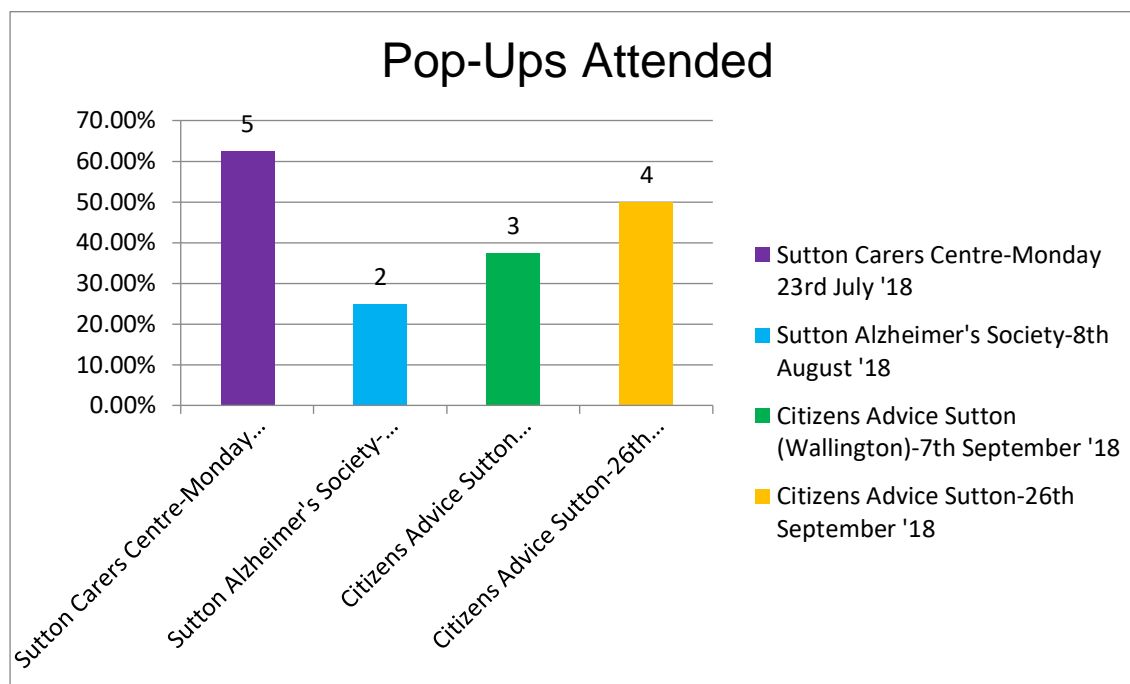
Healthwatch also asked participants to complete a short survey to tell us about their experience and whether they felt that the Pop-ups were beneficial for the people who attended and their organisations. In total 8 members of staff from participating organisations completed the survey.

Survey respondents worked for the following organisations:

- Age UK Sutton (x3)
- Sutton Memory Assessment Service
- Riverside Community Association Limited
- Sutton Carer's Centre
- Citizen's Advice Sutton (x2)

Pop-ups Attended

Respondents were asked which Pop-up they attended. Please note that some staff attended more than one event.



What went well at the events that you attended?

Presentation was informative and useful. Opportunity to engage with other agencies to find out more about their services.

I think the people that did attend were able to access information from different bodies and listen to talks that were interesting.

Pick up lots of useful information regarding Dementia and support groups

Good representation from relevant organisations

I was only present at the one we hosted but colleagues from SCC attended the others. I think the mix of having info stands plus the presentations was a good idea and encouraged attendance. The marketing & promotion was well planned.

Very good presentation from Cheam Resource Centre

The organisations were all very welcoming as were all of the local groups/agencies that attended. Well organised events

How much do you think participants benefited from the pop-ups?

Difficult to estimate as public attendance was low. Participants from agencies probably benefited the most.
I think certain individuals did benefit, However, in my experience the turnout was low.
A lot
Very much
Whilst I understand attendance was fairly low at some events I think that those that attended benefitted a lot as they were mostly individuals not currently accessing services. Again I gather that the presentations in particular were beneficial.
Different organisations in the same place at once, which makes it easier for Service users get information
I think they benefited a great deal, what they may have lacked in numbers they made up for in the quality of the advice and support that was given.

What do you think could be done to improve pop-ups in the future (if they were to be set up again)?

Find better ways to engage with the public e.g. have them in supermarkets, shopping malls, day centres, GP surgeries.
We need to find a way of attracting more people to attend. Perhaps different venues with more 'foot fall' passing by would be something we could try.
Better advertising
Have them somewhere with better foot fall - the centre I went to was off the High Street and I don't think people knew we were there
I think the pop-ups required a lot of investment in terms of staff time for the number of attendees as there were often more staff present than participants. Perhaps a few bigger events throughout the year, e.g. one per quarter would be more effective than monthly/regular pop-ups?
A lack of advertising which resulted in the lack of numbers attending the pop ups
Maybe have them spaced out a bit more? The Carers Centre event was the best attended, was that because of the organisation and their client base or because it was the first event?

Any other comments?

Useful to capture details of all the agencies (contacts, services) in one document/ website so can access information available in Sutton.

Very few people visited - I think in future it might be better to run an event for a whole day and just have one rather than a number for a short length of time

It was a great opportunity for local services to come together and not only be able to meet mutual clients but also be able to share our own knowledge/services etc. at one event. Overall I think they were a real success and the hard work paid off.

Something to encourage more people to attend, speaking to colleagues it may have been only 10 people combined for the four pop ups.

I think these were very useful events, not only for the members of the public that attended but also in terms of a networking opportunity. Maybe have them quarterly at the different agencies? Assuming there is any appetite to run them again. Also the power of attorney presentation would have been really useful, even if the public weren't there!

Potential Spin-Off Work

Two meetings have been held with local housing association who would like to support similar events for their residents. Discussions are ongoing, however, some of the sites have a community hall that could be used and one housing association has suggested that they would be willing to provide transport for residents of other sites to come to an event.

Conclusions

1. Events were well received by staff supporting them.
2. For the most part, events were well received by members of the public who attended.
3. Attendance varied but was relatively low at all events and especially low at the Wallington Citizens' Advice and Alzheimer's Society offices.

Considerations

1. Locations were cited as potential reasons for low attendance so others could be scoped.
2. Lack of publicity was also given as a possible reason for low attendance so promotional activity could be reviewed
3. The structure, timing and frequency of the events were potential areas could be changed to improve attendance so could be discussed.
4. The support provided to members of the public needs to be weighed up against the time and resources required to plan and manage the events (staff from six organisations with Healthwatch leading on the co-ordination and promotion with the support of partner organisations).

Action

To evaluate the potential for further activity in this area, Healthwatch Sutton proposes that no further action is taken immediately. This report should be used as a discussion tool to collect the views of key stakeholders. This should be discussed and monitored through the Sutton Dementia Action Alliance. The Alliance will be called upon to decide if the project should be taken forward and if so to develop an 'action plan'.

Thank You

Healthwatch Sutton would like to say a big thank you to everyone who has been involved in the design and delivery of these 'Dementia Pop-up' events. In particular, we would like to thank everyone who took time to man a stall or support the planning process.





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